



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**MCImetro Access Transmission Services LLC**  
**Verizon Access Transmission Services**  
**for quarter ending September 30, 2009**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$239.33	\$167.60	\$249.89	\$656.82
B. Number of credits issued for repairs - 24 - 48 hours	41	34	30	105
C. Number of credits issued for repairs - 48 - 72 hours	2	6	2	10
D. Number of credits issued for repairs - 72 - 96 hours	1	0	1	2
E. Number of credits issued for repairs - 96 - 120 hours	2	0	3	5
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,050.00	\$2,050.00	\$1,950.00	\$6,050.00
B. Number of customers receiving credits	41	41	39	121
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

No data is avail for item A&B,Sec 730,info is reported by ILEC.MCImetro's customers are dependant on SBC for repair&maint activity(OOS tickets,missedrepair appt's resolution,repeat failure) Data no longer provided by SBC,Missed Instal Appt's, Sec730-K.